

WELCOME TO

MODERN COMMUNICATION SYSTEMS

Congratulations on selecting Modern Communication Systems and the Ericsson BP250 Telephone System.

The Ericsson System will provide years of service to your business.

The following manual is designed to help you understand the basics of your system. Please do not attempt to memorise parts of this guide, it is unnecessary. In time all of the functions will be familiar to you.

Use this guide over the next few weeks to check yourself. Remember this has not been designed to cover every possibility, just the basics.

Some functions or operations may vary from system to system dependent on the way you run your business. Our training officer will go through the features with you and explain any differences.

Again thank you for choosing Modern Communication Systems Pty Ltd.

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Introduction

There are two types of programming available on the BusinessPhone 250 telephone system. One is Individual Programming, whereby each telephone user can program the keys on their own telephone.

The other type of programming is System Programming. Through system programming the user can program the keys of any telephone in the system and make many changes to the system configuration. System programming can only be carried out from the DBC2663 or DBC213 instruments.

The programming telephone must be in the idle state before it can be placed in the programming mode. During this time no further calls can be dealt with. If programming is being carried out from the operators console the system should be nightswitched.

TO ENTER PROGRAMMING

From DBC213

Press	*00#
Press	First Key (System)
Key	22222
Press	2nd #

The screen will read: "Enter Command"

TO EXIT PROGRAMMING

Press	Clear
-------	-------

Directory Access

Press First Key (directory)

Pick whether internal or external directory.

Type the first two or three letters of the name you are searching for eg. ste for Steve.

Press Search

You can forward or backward through the names. When you have found the name press call and you will then be connected to that extension.

If you are requiring a mobile you will have to hit Read & twice (remember it is the space bar) then type mob for mobiles.

Press 2nd #

Change Date and Time

*00#

System

22222

2nd #

6101

2nd#

2nd#

Key in new date in format. Year Month Date (YYMMDD)

2nd #

Key in corresponding number.

1	=	Sunday
2	=	Monday
3	=	Tuesday
4	=	Wednesday
5	=	Thursday
6	=	Friday
7	=	Saturday

2nd#

2nd#

Current Time is displayed in 24 hour format

Key in the time in 24 hour format. Hour Minute Second (HHMMSS)

2nd#

You can select the time to be displayed in 12 hour or 24 hour format
Y (Yes) for 12 hour mode or N (No) for 24 hour mode

2nd#

Press Clear to terminate programming session.

Change Extension Name

*00#

System

22222

2nd#

6601

2nd#

Key in extension number

2nd#

2nd #

Key in Name

2nd#

Key in extension number

2nd#

Press Clear to terminate programming sessions.

NOTE: The volume control is your forward and backspace keys.

Change Dialing Access

*00#

System

22222

2nd#

0103

2nd#

Key in extension number

2nd#

Key in new Cos (Class of Service)

2nd#

Key in new Cos (Class of Service)

2nd#

Press Clear to terminate programming or press the backward button until “Enter Command” is shown on to again start from 0103.

COS (CLASS OF SERVICE) LEGEND

00	=	Open Access
01	=	ISD/STD/Local - No 0055 - No operator connected calls
02	=	STD/Local including Mobiles
03	=	Local Only, no mobiles
04	=	Internal Only
05	=	Guest Phones
06	=	Local & Mobiles + 066, 0266
07	=	Local & Brisbane + Mobiles
08	=	Local & Mobiles no 066, 0266

This legend is standard, check with your system administrator to make sure.

Programming Offduty Position

*00#

System

22222

2nd#

4001

2nd#

Key in extension number you want calls to go when Off Duty is activated.

2nd#		Recall Time
30	2nd#	No Answer Time
30	2nd#	Random Selection
Y	2nd#	Auto Answer Sup. Time
11	2nd#	Queue Announcement Time
5 (secs)	2nd#	Queue Announcement Reference
0101	2nd#	

Common Abbreviated Dialling

Code to locate common abbreviated range 5813
Code Range - XXX- XXX(Check the Indial range)

*00#

System

22222

2nd#

2501

2nd#

Key in Code Number you want to program eg. XXX

2nd#

2nd#

0 (for outside line)

Telephone number

2nd# (make sure there is a Y in the right hand side of the screen, if not press Y to make it so)

2nd#

2nd#

2nd#

2nd#

Next code should appear on the screen

Continue from the third 2nd#

When all numbers have been entered, press Clear to terminate session.

If you wish to change a telephone number, simply key in the new telephone number over the top of the old phone number.

Programming Diversions- Release 10 To Release 12

*00#
System
22222
2nd #
0110
2nd#

Extn No
2nd#

Diversion on No Reply Internal
Key Y or N
2nd#

Diversion on Busy Internal?
Key Y or N
2nd #

2nd#

Key in the Diversion Address e.g 299
2nd#

Press 2nd # until the screen reads Diversion Time Long
Change Diversion time if need be
2nd#

Diversion Time Short
Change Diversion time if need be
2nd#

Press 2nd# until screen reads Direct Diversion External
Key Y or N
2nd#

Diversion on no reply External?
Key Y or N
2nd#

Diversion on Busy External?
Key Y or N
2nd#

Direct Div Internal
Y or N
2nd#
Press Clear to terminate session.

Changing Telephone Types

*00#

System

22222

2nd#

0201

2nd#

Extn No

2nd#

Key 0, 1 or 6

2nd#

Key 0, 2 or 21

2nd#

Legend to follow:

	199	211/212	213/2663	DSS
0201 No. Of Prog Keys	0	1	4	6
0202 No. Of Prog Keys	0	2	6	21

Note: when installing 212/213 at location that previously had a 199, an upgrade of that extension must occur.

Press Clear to terminate programming session.

Ordering Reminder Calls

Everyone can use the reminder facility.

This function is used for sending a reminder call to an extension user at the time programmed by the user.

The BusinessPhone 250 can handle up to 100 reminder assignments, with each extension ordering any number of reminder calls.

Time values must be given in 24 hour format only.

Reminder call can be ordered for the next 24 hours only.

To Order a Reminder Call

Key * 32 * Time # Eg: *32*1330#

Verification tone will be heard if accepted.

Executive (203) handset users will be prompted on their screen for the time after *32* has been dialled.

The extension enters the desired reminder time and terminates with enter (or #).

To Erase all Reminder Calls

32

Recording Queue Greeting – Voice Announcements

*00#

System

22222

2nd#

4401

2nd#

2nd#

Key in Announcement number

2nd#

Press the First Key to Record (Follow the prompts on the screen)

Speak

Press 2nd# to complete and store announcement.

To listen to your recording Press Return, input the announcement number press 2nd#, then Play-back to listen to your recording.

Press Clear to terminate programming session.

Note: If you are unsure as to what announcement relates to what number (eg. 1 maybe Queue Announcement, before recording press play to hear the recording).

Recording Default Voice Mail Messages

*00#

System

22222

2nd#

4412

2nd#

2nd#

Key in Announcement number

0 (Please leave a message after the tone)

7 (To leave a message press 9, or hold, or please
press * to return to reception)

2nd#

Press the First Key to Record

(Follow the prompts on the screen)

Speak

Press 2nd# to complete and store announcement.

Press Clear to terminate programming session.

4416 – 0 Retrieving Messages

4418 – 0 Retrieving Messages

4401 – 9 Operator Queue

4415 - 0 The Person you have called is unable to take your call

Recording Night Service - Common Mail Box Greetings

*00#

System

22222

2nd#

4417

2nd#

2nd #

Key in Announcement number

2nd#

Press the first key under the screen to Record (Follow the prompts on the screen)

Speak

Press 2nd # to complete and store announcement.

To listen to your recording Press Return, input the announcement number , press 2nd#, then Play-back to listen to your recording.

Press Clear to terminate programming session.

Note: If you are unsure as to what announcement relates to what number (eg. 1 maybe Queue Announcement, before recording press play to hear the recording).

Recording Mail Box Announcement - Individual

*00#

System

22222

2nd#

4415

2nd#

2nd#

Key in Announcement number 0 - 15

2nd#

Press the First Key to Record (Follow the prompts on the screen)

Speak

Press 2nd# to complete and store announcement.

To listen to your recording Press Return, input the announcement number , press 2nd#, then Play-back to listen to your recording.

Press Clear to terminate programming session.

Note: Announcement 0 is the standard message for all extensions.

Swapping Extensions

*00#

System

22222

2nd#

5603

2nd# Swap Extension No

2nd#

Key in first extension number

2nd#

Key in second extension number

2nd#

Press Clear to terminate programming session.

Pick Up Groups

*00#

System

22222

2nd#

4201

2nd#

Key in the pick up group number (there can be total of 16 groups. 00 – 15. If the group you want to modify is not created please contact your System Administrator to create the group).

Group No eg. 01

2nd#

2nd#

(This will bring up the first member in the group in location 00. There can be a total of 20 members in the group in location 00 – 19).

If adding an extension number, key in the extension number eg. 203

2nd#

OR

If deleting a member press the volume control - key

2nd#

To move forward through the members and view the extensions in the group, press the backward or forward keys until the extension you wish to modify appears

Press Clear to terminate programming session.

Program Busy Line 2

*00#

System

22222

2nd#

0301

2nd#

Key in Extn number

2nd#

Dial 01 =A Key, 2 =B =key

2nd#

Dial 26

2nd#

Clear to end Procedure

Programming a Multi Hold Key

Prog

Key

Enter the Key you wish to store the Hold key

Press Change

Press 33

Press Enter

Deleting an Existing PIN Number for Voicemail – Release 13

*00#

System

22222

2nd#

0117

2nd#

Input the Extn Number

2nd#

Change from Yes to No (Using the no. 6 key on the keypad will change to a N)

2nd#

Press the backward key so the code of 0117 and No shows on the screen

Then change to Yes again (Using the no. 9 key on the keypad will change to a Y)

2nd#

Press Clear to exit programming

Changing the Yes to a No will delete the old PIN, then changing the No back to a Yes will allow you to reset the PIN back to 0000 so that you can change the PIN using the following process.

* 72 * 0000 * New Password # then Clear

Adding Names and Common ABB Numbers into the Internal and External Directory

* 00 #

System

22222

2nd #

6501 is for Internal Directory

6510 is for External Directory

2nd#

2nd#

Input the Common ABB speed dial number (pre programmed)

2nd#

Enter the Name

2nd #

Press Clear to exit programming

To Instigate a Conference Call on an Analogue Handset

Once call is established

Press the Recall button

Dial the number you wish to conference to (eg an extn number, mobile number or an outside line).

Press the Recall button and then 3

To add another call

Press the Recall button again

Dial the number you wish to conference to (eg an extn number, mobile number or an outside line).

Press the Recall button and then 3

If you try to contact a caller and they are not available Press the Recall button twice and you will retrieve the other call/calls.

Allowing Diversion to External Numbers

*00#

System

22222

2nd#

0101

2nd#

Key in Extension Number you want to allow to divert eg. 8XX

2nd#

3 (for divert facility)

2nd#

Press return twice

0184

2nd#

Key in Extension Number you want to allow to divert eg. 8XX

2nd#

Y (dial 999 to make a Y)

2nd#

Y (dial 999 to make a Y)

2nd#

Press the C (clear) key to exit programming.

Disallowing Diversion to External Numbers

*00#

System

22222

2nd#

0101

2nd#

Key in Extension Number you want to disallow diversion eg. 8XX

2nd#

1 (for no divert facility)

2nd#

Press return twice

0184

2nd#

Key in Extension Number you want to disallow diversion eg. 8XX

2nd#

N (dial 66 to make a N)

2nd#

N (dial 66 to make a N)

2nd#

Press the C (clear) key to exit programming.

Estate Properties of Australia

***ERICSSON BP250
TELEPHONE SYSTEM***

Training Guide

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